

HR37	RESPECT IN THE WORKPLACE		
APPROVED	19 January 2022	EFFECTIVE	2006
AMENDED	2011, 2016, 2021	NEXT REVIEW	2026

1. PURPOSE

To set out the conditions for respect in the workplace.

2. SCOPE

This policy, and any procedures implemented under this policy, applies to Library Board trustees, the Chief Librarian, and all Library staff in the following situations:

- ◆ working at the Library, or delivering a Library program or service in the community;
- ◆ participating in activities connected with the workplace such as travel, meetings, professional development, conferences, library-related social gatherings;
- ◆ relationships and interactions between employees and the public;
- ◆ all forms of interpersonal communication, including verbal, written, email, social media;
- ◆ Delivering a library program or service.

3. DEFINITIONS

Bullying & Harassment – Any repeated or systematic physical, verbal or non-verbal behaviour which could be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person. Bullying is behaviour that is objectively determined to be offensive, malicious, intimidating, ostracizing, insulting and/or humiliating, and causes a negative effect to an individual's health and safety.

Discrimination – Any conduct, comment or action based on a prohibited ground under the *BC Human Rights Code*, including heritage, ethnicity, age, education, religion, belief system, gender identity or expression, sexual orientation, physical or mental health, physical or cognitive capabilities, socio-economic status, or political beliefs, sex (including pregnancy), family status, marital status, or a conviction for an offence unrelated to the employment of the person, which has or reasonably may be expected to have a negative impact on the recipient or other members of the protected group. Harassment and bullying, when connected to a protected ground, are considered discrimination. It is important to note that such conduct is not only a breach of this policy; it may also be a breach of the *Human Rights Code*.

Disrespectful Behaviour – Behaviour that may not rise to the level of personal harassment but is inappropriate in the workplace and is insulting or disrespectful of others or of the workplace environment.

Respectful Conduct – An approach which incorporates courtesy, civility, consideration and compassion and involves taking responsibility of one's behaviour in the workplace.

4. WORKPLACE CONDUCT

- a. The Library is committed to creating and maintaining a workplace environment which fosters mutual respect and encourages professional conduct. Bullying, Harassment, Discrimination and Disrespectful Behaviour are unacceptable and will not be tolerated. All workers will be treated in a fair and respectful manner.

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5. RESPECTFUL WORKPLACE

- a. The Board recognizes that it is through the commitment and effort of each employee that the high quality of the Library's services is achieved and public trust is maintained. Trustees and employees have a shared responsibility to exercise the basic principles of respect and dignity in all working relationships.
- b. The Library is committed to providing a work environment in which all individuals are treated with mutual respect, civility, and dignity. Every employee has the right to:
 - i. Work in an environment free of Harassment, Bullying, and Discrimination;
 - ii. A work environment that is characterized by professionalism, mutual respect, and cooperation; and
 - iii. A workplace in which the values of integrity and trust are given priority.
- c. The Library is committed to working in collaboration with its employees to create a respectful workplace by:
 - i. Maintaining a common understanding of the expectations and behaviours considered appropriate and inappropriate in the Library's facility and in the delivery of or access to Library services and programs; and
 - ii. Taking action where necessary to prevent and manage inappropriate behaviour.
- d. The Library encourages reporting of incidents inconsistent with this policy, regardless of who the offender may be. All allegations made under this policy will be reviewed promptly. Appropriate corrective action will be taken when necessary against any person under the Chief Librarian for breach of this policy.
- e. Any reasonable action taken by an employer or supervisor related to the management and direction of workers or the place of employment does not constitute Bullying or Harassment.

6. IMPLEMENTATION & RESPONSIBILITIES

- a. The Chief Librarian is responsible for implementing appropriate procedures related to effectively dealing with instances of workplace Bullying, Harassment, Discrimination or Disrespectful Behaviour pursuant to the *Workers' Compensation Act*. Such procedures shall establish:
 - i. Methods for distinguishing Bullying, Harassment and Discrimination from other behaviours;
 - ii. Roles of workers and management;
 - iii. Investigation and resolution processes, including a formal complaint process;
 - iv. Time frames for filing complaints;
 - v. Confidentiality and privacy provisions;
 - vi. Record keeping requirements;
 - vii. Protections from retaliation or reprisal; and
 - viii. Other requirements deemed necessary to effectively implement this policy and to ensure workers are treated in a fair and respectful manner.
- b. Employees are responsible for conducting themselves in accordance with the terms of this policy, and any related procedures and guidelines, while carrying out their duties, and interacting with other employees and members of the public.

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7. CONSEQUENCES OF DISRESPECTFUL BEHAVIOUR

- a. Engaging in Bullying, Harassment, Discrimination or Disrespectful Behaviours, including retaliation or filing a false or malicious complaint, may result in disciplinary action up to and including termination of employment.

RELATED POLICIES

- GP-01 Trustee Code of Ethics
- HR-02 Employee Code of Conduct